

Wisconsin Medicaid and BadgerCare HMO Report Card

- There are many things to think about when choosing an HMO. Which doctors, clinics and hospitals are available? Where are they located? Which HMO performs the best in areas of care and service that are important to you?
- The Wisconsin Medicaid and BadgerCare **HMO Report Card** can help you make this important choice. It compares one HMO to another in five areas of health care (HealthChecks, shots and lead screens for children; pap tests for women; and mental health and drug abuse [MH/DA] evaluations) and four areas of enrollee satisfaction (customer service, getting needed care, the health plan, and health care).
- For more information about HMOs, call the HMO Enrollment Specialist at **1-800-291-2002**.

Wisconsin Medicaid and BadgerCare 2003 HMO Report Card									
	HMO Reported Health Care ¹					Consumer Satisfaction with the HMO ²			
	Health Checks	Shots	Lead Screens	Pap Tests	MH/DA Evaluations	Customer Service	Getting Needed Care	Health Plan	Health Care
Atrium Health Plan	★ ★ ★	★ ★	★ ★	★ ★	★ ★	★ ★	★ ★	★ ★	★ ★
Dean Health Plan	★ ★ ★	★ ★	★	★	★ ★ ★	★ ★	★ ★	★ ★	★ ★
Group Health of Eau Claire	★ ★ ★	★ ★	★ ★	★ ★	★ ★ ★	★ ★	★ ★	★ ★	★ ★
Group Health of South Central WI	★ ★	★ ★	★	★	★	★ ★	★ ★ ★	★ ★ ★	★ ★
Health Tradition Health Plan	★ ★ ★	★ ★	★ ★	★ ★ ★	★ ★ ★	★ ★	★ ★ ★	★ ★	★ ★
Managed Health Services	★	★ ★	★ ★	★ ★ ★	★	★ ★	★	★ ★	★ ★
MercyCare Insurance Co.	★ ★ ★	★ ★	★ ★	★ ★ ★	★ ★ ★	★ ★	★ ★	★	★ ★
Network Health Plan	★	★ ★	★ ★	★ ★ ★	★ ★ ★	★ ★	★ ★	★ ★	★ ★
Security Health Plan	★ ★ ★	★ ★ ★	★ ★ ★	★ ★	★ ★ ★	★ ★	★ ★	★ ★ ★	★ ★
Touchpoint Health Plan	★ ★ ★	★ ★ ★	★ ★ ★	★ ★	★ ★ ★	★ ★	★ ★	★	★ ★
UnitedHealth-care of WI	★ ★	★	★	★ ★	★	★ ★	★	★	★ ★
Unity Health Insurance	★ ★	★	★	★	★	★ ★	★ ★	★ ★ ★	★ ★
Valley Health Plan	★ ★	★ ★	★ ★	★ ★	★ ★	★ ★	★ ★ ★	★ ★ ★	★ ★

¹ Ratings based on information reported by the HMOs about services they provided to Medicaid and BadgerCare enrollees in 2002

² Ratings based on a survey of Medicaid and BadgerCare enrollees conducted in 2002

Key to Ratings (Note: An HMO is shown as above or below the average only when the difference is large enough to show a true difference in performance.)

★ ★ ★ Above average (compared to other HMOs)

★ ★ Average (compared to other HMOs)

★ Below average (compared to other HMOs) (does not mean that the HMO provides poor care or bad service, but only that the HMO scored below average compared to other HMOs)